

**THE METROPOLITAN GOVERNMENT OF NASHVILLE
AND DAVIDSON COUNTY**

**AMENDMENT NO. 2
RFP NO. 10-34**

Notice to: All Prospective Offerors

From: Chuck Yancey
Division of Purchases

Re: Request for Proposals #10-34
Management and Operations of the Vehicle Impound Lot

Date: March 9, 2010

This amendment is hereby incorporated into Metro's Request for Proposals Number 10-34. Offerors must acknowledge receipt of the amendment by including a copy of this document with their proposal submittal.

The following amendment items supplement, modify, change, delete from, or add to the Request for Proposals issued February 22, 2010. Where any provision or requirement, or Article, Paragraph, Subparagraph, Section or Clause is modified or deleted by this amendment, the unaltered portion(s) of any provision or requirement, or Article, Paragraph, Subparagraph, Section or Clause shall remain in effect.

Each Contractor responding to this RFP bid shall acknowledge receipt and acceptance of the requirements of this amendment in their proposal. Failure to acknowledge receipt may be cause for rejection of the response in whole or in part.

THIS AMENDMENT SHALL BE BOUND IN AND MADE PART OF THE REQUEST FOR PROPOSALS.

QUESTIONS/ANSWERS

1. **Question:** What are the reasons and dollar amounts to reconcile the calculated amount for the flat tow rate to the amount disclosed in the RFP (see below)?

Answer: In 2006 Metro Council passed and implemented a one time Flat Fee of \$200 per vehicle impounded depending on the reason a vehicle was impounded. Victim's vehicles are not assessed this fee. Seized vehicles may only be assessed this fee if ordered by the courts upon release. Currently if a vehicle is claimed within two hours of being impounded, this fee is not collected.

2. **Question:** What is the length of the Contract? The RFP refers to "a multiple year contract", but does not specify the length of the Contract resulting from this RFP.

Answer: The standard contract is limited to a 60 month (five year) term. Assume this in your proposal and that will be the basis for our award.

However, you may propose an alternate contract length for Metro to consider, if you are awarded the contract. Any contract exceeding 60 months must be approved by the Metro Council.

3. **Question:** Can you estimate the daily call volume that must be handled by the Impound lot? (Page 7, Sec 4, Par 4)

Answer: VIS receives an average of 30 wrecker company call-ins per day reporting non-consent tows. There are numerous, sometimes excessive other incoming calls but, there are no logs maintained to provide an average.

4. **Question:** Can we be provided a data layout that would represent what data fields are needed to interface the MNPD system? (ARMS) (Page 13 par B)

Answer: There is no plan to develop an interface between ARMS and any external databases. ARMS in the MNPD law enforcement system which must be updated and maintained by the successful vendor regardless if they choose to maintain separate corporate databases for their own purposes.

5. **Question:** Does the VIMS run on a different information management system then what MNPD is using? (Page 13 Par B)

Answer: The VIMS is ARMS which is the only MNPD law enforcement system.

6. **Question:** What data layout format and data elements are required to interface with VIMS? (Page 13 Par B)

Answer: N/A based on response to #4

7. **Question:** Are either the MNPD or VIMS systems remote accessible and could we create intake information in those systems for real time access by all parties? (Page 13, Par B)

Answer: Checkpoint VPN is the Metro ITS standard for remote access.

8. **Question:** Do all of the staffing requirement in table 1 have to be metro officers or can they be armed security guards? (Page 7 Par 5 Tab 1)

Answer: Currently armed security guards are Metro Police employees. The successful bidder will be required to provide 24/7 armed security coverage. There is NOT a requirement that they be sworn police officers.

9. **Question:** Can the forms, notice of seizures, search warrants, citations, parking tickets, and documentation of inventory be stored electronically in a database system or do we have to file hard copies? (Page 8 Par 2)

Answer: All Impound forms & reports are hardcopy today but with ARMS there is an electronic forms component (AFR) which will over the life of this contract move these forms and reports to softcopy.

At no time should original, hard-copy documents be destroyed.

10. **Question:** Is there an inventory of blocks that cars without wheels will be placed on, or will we be responsible for purchasing these in advance? (Page 8 Par 2)

Answer: There is no inventory of blocks. Currently vehicles are elevated off the asphalt with old tires and rims.

11. **Question:** Can you give me an estimated number of vehicles that enter the facility annually that do not have wheels on them? (Page 8 Par 2)

Answer: Unable to provide an estimated number. There are not an excessive amount of these vehicles presently on the lot.

12. **Question:** Can we get a copy of the standard operating procedures which addresses fee adjustments? (Page 9 Par 5)

Answer: yes... submitted.

13. **Question:** How often are the auctions and how long do they typically last? (Page 10, Par 3)

Answer: Auctions are conducted at least every other week. Vehicles go online on Thursdays and close on the following Monday. Bidders are allowed viewing on Fridays before the closing of bidding on Monday. Tuesday, Wednesday and Thursday are the designated days for pick up of purchases.

14. **Question:** It says that the impound lot is operated 24 hours per day, is there any days or holidays that the impound lot is closed and no workers are to report throughout the year? (page 14, par 7)

Answer: Currently the VIS never closes.

15. **Question:** How long do we have to keep surveillance feed stored? (Page 17, Par 4)

Answer: The present system stores surveillance 30 to 45 days.

16. **Question:** Will there be any vehicles provided for use of patrols or will this be the responsibility of the successful bidder? (page 17, Par 6)

Answer: NO. It will be the responsibility of the successful bidder to provide their own vehicles.

17. **Question:** What is the maximum amount for capital improvements to the VIS annually and are there any foreseen improvements that are deemed necessary in the next 3 years? (page 17 Par H Sec 2)

Answer: To respondent's knowledge, none are foreseen.

18. **Question:** Who would be responsible for the cost of capital improvements? (Page 17 Par H Sec 2)

Answer: Any capital improvement is the responsibility of the Contractor. There are no required capital improvements associated with this RFP.

19. **Question:** What is the ARMS system and are you happy with it's performance? (Page 14, par 9)

Answer: ARMS is a massive records management system installed in December 2009. ARMS will be an asset and an excellent resource of information.

20. **Question:** Would the successful bidder have access to the ARMS system, if so is it a requirement to use only this system? (page 14, par 9)

Answer: Since ARMS must be updated and maintained, the successful bidder will definitely have access to the ARMS system. Since various MNPD units are dependent upon tow in information, all vehicle & impound information along with vehicle photos will be required to be maintained in ARMS.

21. **Question:** What equipment is in use today that will be available for the successful bidder to use on a daily basis? (page 16, par F)

Answer: Desks, tables, chairs

22. **Question:** What equipment will the successful bidder be required to have on site for operational purposes? (Page 16, par F)

Answer: Computers, copy machine, wrecker to move vehicles on the lot,

23. **Question:** On page 6, item 3 "Environmental", the RFP discusses details of the existing security system. What updates/capital improvements (if any) does the city want the respondent to install to meet the requirements outlined on page 16 item G. 3 and G. 4?

Answer: No specific upgrades are anticipated at this time

24. **Question:** On page 12, item B. 1., the RFP states that employer should require polygraphs. Is the city requiring the respondent to have all employees working at the Vehicle Impound Lot to undergo a polygraph?
If so, what is the required questioning the city wants to be asked under the polygraph?

Answer: Employees will be required to pass background checks by the policy department. Polygraphs are not required but CVSA Exams may be administered by the Police Department during the background process.

25. **Question:** On Page 7 & 8, table 1, the RFP states the VIS Staffing by shift. Does the respondent have the ability to change staffing levels in order to optimize service levels?

Answer: yes, as long as they can provide an acceptable level of service 24/7.

26. **Question:** Page 12 discusses historical auction proceeds and EBID's role in selling the vehicles and page 15 E. 3 specifically excludes auction proceeds. Given this:

- Is it the city's intent to keep 100 percent of the auction proceeds?
- If the city desires to retain a 100 percent of the auction proceeds, will the respondent be able to collect storage and impound (flat) fees on the vehicles that fall to the auction?
- Can the respondent chose to use other methods to sell vehicles instead of EBID in the desire to gain a greater return on the car?

Answer: Your proposal should outline how the auction process should occur and who should conduct it. If Metro conducts the online auction the ebid rate is 23% (verify the rate before sending out) The proposer must develop the business plan that best fits their business model and the award will be to the proposal that is in the best interests of Metro based on the evaluation critria outlined in the RFP. To that end, the storage and impound (flat) fees are established and should be collected out of any auction revenue. Finally, yes, the respondent may chose to use another method to sell vehicles instead of ebid. Again, the award will be to the proposal that is in the best interests of Metro based on the evaluation critria outlined in the RFP.

27. **Question:** On page 10, table 2, the # of vehicles impounded show a significant decline. Can the city add color around the reasons for the drop in decline of impounds in recent years? Additionally, does the city anticipate this trend to continue especially given the fiscal incentive it has to impound more vehicles under the privatization of this contract?

Answer: In 2006 VIS ceased accepting parking violations and abandoned junk vehicles as the abandoned vehicles were consuming the lot. The space was needed to store vehicles impounded for evidentiary purposes and for agency seized vehicles. The abandoned vehicles proved to be more of an expense to the city as the towing fees had to be paid by the city whether the vehicles where ever claimed or not. Abandoned junk vehicles were rarely claimed costing VIS the manpower and expense to sell at auction. The majority of downtown parking violations were claimed within two hours of impoundment, limiting the VIS to collect the towing fee only. In some incidences Police Officers are authorized to take alternative action if possible instead of towing vehicles to the VIS. Guidelines for alternative action is set forth in Police Department Directive, GO 07-09.

28. **Question:** On page 27, it states that Metro will assume no operational cost coverage. As a result, can the city provide the following:

- Can the city provide the total amount paid for utilities (electric/telephone/gas/etc.) for the last two or three fiscal periods?
- What kind of communications connectivity currently exists at the facility (T1, DSL, etc.)

Answer: Currently VIS runs on microwave but, Metro ITS is in the process of installing fiber optics.

29. **Question:** If you are a certified MBE in another state (Texas), does it satisfy the MBE requirement?

Answer: No. Contact the BAO Representative listed in the RFP for qualification requirements. Certification must be achieved prior to the award of a contract.

30. **Question:** Can we bid for implementing a web based system to streamline the operation with existing (reduced) staffing level?

Answer: You can bid for implementing a web based system for your own internal use but you still will be required to update & maintain the ARMS system.

31. **Question:** What platform is the current system running on?

Answer: As MNPd will provide the ARMS computers which has the required ARMS client software loaded and we will not be pursuing any interface, this question may no longer be applicable.

32. **Question:** Does the system have automatic connectivity to NCIC?

Answer: ARMS does provide a Portal GUI and Message Switch which connects to TBI for NCIC transactions. NCIC access and certification is all based on what TBI allows you to have as a non-law enforcement agency. This is outlined under the CJIS Security Policy and your key contact at TBI is Ginger Irons at ginger.iron@tn.gov

33. **Question:** Does the current staff have to be retained under any prior agreement?

Answer: The winning bidder is not required to retain any employee, as each has Civil Service status with the Metro Government. Even so, the Metro Government will not discourage the successful bidder from offering employment to current employees to help transition.

34. **Question:** Fee collection (item 6) on page 15 of 37 – what other fees are we talking about?

Answer: VIS only collects towing, storage; flat fee and occasionally a \$9 fee to replace lost paperwork on an auctioned vehicle.

35. **Question:** Are the calls that come in just for Towing?

Answer: No, we receive calls from all persons of interest in a vehicle including calls inquiring on the auctions.

36. Question: What time of day are the calls heaviest?

Answer: Beginning around 9 AM until at least 10:30 PM

37. Question: What phone number is used to contact the Tow in Lot?

Answer: 615-862-7800

38. Question: Page 12 shows that 23% of the sales goes to EBID. Does the remaining 77% go back to the city to off set the deficit?

Answer: Yes

39. Question: Are actual PNO's available to the proposers?

Answer: No

40. Question: What is the target date to enter into a contract?

Answer: By June 30, 2010

41. Question: Can limitations be put on the length of time a vehicle is held?

Answer: Not as long as there is statutory authority (needed for evidence in a criminal case)

42. Question: If vehicles are seized do the fees stop?

Answer: Yes, if vehicles are seized and forfeited to our agency. The vehicle may eventually be sold at auction or may be returned to the owner or lien holder according to instructions of a court order or our Specialized Investigation Division.

43. Question: Will the awardee be required to continue to pay the City after the deficit is recouped?

Answer: Payments to the City will be required the duration of the contract. It will be up to each Proposer to include their intentions in their proposal. The contract will be awarded to the Proposer whose proposal is most advantageous to the City.

44. **Question:** Table 7 of page 12 indicates that the sales for abandoned vehicles for 2007/2008 and 2008/2009 were the same. Is this correct?

Answer: No. Sales for 2007/2008 were \$997,427. For 2008/2009 sales were \$848,488.

NOTICE: The bid due date for the RFP has been changed to April 9, 2010. Bids shall be delivered and time stamped in no later than 3:00 PM.

Attachments:

SOP for Vehicle Impound

2007-2009 Billing report

END OF AMENDMENT NO. 2